



## ARTS AND CULTURE TRUST

# JOB DESCRIPTION FORM

## POSITION DETAILS

<b>Position Title</b>	Manager Hospitality Services
<b>Position Number</b>	15115
<b>Classification Level</b>	UNK76
<b>Award/Agreement</b>	Restaurant, Tearooms and Catering Workers Award
<b>Division</b>	Venue Operations
<b>Branch/Section</b>	Hospitality
<b>Physical Location</b>	His Majesty's Theatre
<b>Effective Date</b>	23/09/2022
<b>Employment Type</b>	Fixed-Term
<b>Employment Status</b>	Full time

## REPORTING RELATIONSHIPS

### POSITION REPORTS TO

Director Venue Operations	13578	Level 8
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### POSITIONS REPORTING TO THIS POSITION

Head Chef	14646	UNK76
Venues Hospitality Operations Coordinator	15019	UNK76
Venues Hospitality Operations Coordinator	14598	UNK76
Sales and Events Coordinator	14808	Level 3

## **PURPOSE OF THE POSITION**

The manager will lead and support a culture of safety first, continuous improvement and customer service excellence within hospitality operations team. The position will build and maintain strong client and stakeholder relationships and develop accountabilities, skills, and capabilities of the hospitality team. This will deliver a safe and innovative hospitality patron experience and ensure high quality customer experiences, optimisation of venue usage and optimisation of financial returns.

## **DUTIES OF THE POSITION**

This section outlines the essential results and outcomes required of an individual in this position.

1. Manages the development, implementation and delivery of the Arts and Culture Trust's (ACT) strategic Hospitality operations in line with operational budget planning requirements.
2. Leads and manages the Hospitality team across multiple venues including human, financial, technological and physical resources to build, define and ensure the implementation of exceptional standards of service.
3. Builds strong relationships with clients and stakeholders including suppliers; develops a thorough understanding of all contractual requirements and conducts regular in-depth business reviews.
4. Develops best practice standard operating procedures to manage the delivery of hospitality services for retail, including cafés and events as well as functions and services.
5. Assists the Director Venue Operations in the development, implementation and evaluation of the ACT's strategic, business and operational plans within the overall DLGSC strategic objectives.
6. Promotes a strong understanding of current trends in the food and beverage industry and drives change where appropriate to leverage opportunities in the market to maximise sales.
7. Develops and implements initiatives to improve business performance and the customer experience including participating in the development and training of Venue Patron Experience Teams.
8. Manages the compliance of and ensures that ACT venues hospitality complies with Work Health and Safety (WHS), Environment, Liquor Licensing and Food Safety legislation.
9. Actively participates as a member of ACT's senior venue operations management team.
10. Promote and role model behaviours that support a diverse and inclusive work environment.
11. Other duties as required that fall within the parameters of the position

## **COMPLIANCE AND LEGISLATIVE KNOWLEDGE**

1. Complies with the Code of Conduct, policies and procedures and relevant appropriate legislation; and
2. Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

## WORK RELATED REQUIREMENTS

This section outlines the requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position.

### ESSENTIAL

#### 1. Role Specific

- Demonstrated experience managing hospitality business operations.
- Demonstrated experience in leading and developing a diverse team
- HACCP Food Safety Supervisor certification or capacity to complete within 1 month of commencement.
- Completion of course in Liquor Licensing (51544) and ability to become Approved Manager.

#### 2. Shapes and Manages Strategy

- Ability to inspire a sense of purpose and direction that drives innovative thinking with a focus on greater outcomes.

#### 3. Achieves Results

Strong understanding of financial management, budget, business reporting and stock control.

#### 4. Builds Productive Relationships

- Demonstrated experience facilitating high level partnerships through consultation and stakeholder engagement to deliver priority hospitality services.

#### 5. Exemplifies Personal Integrity and Self-awareness

- Ability to understand and operate within the mission, vision and values of the Department.

#### 6. Communicates and Influences Effectively

- Strong communication and negotiation skills with the ability to adapt to a variety of audiences.

### DESIRABLE

#### 1. Other skills, experience and knowledge desirable in the role

- Tertiary qualification in Hospitality, Business or related discipline or equivalent extensive work experience in hospitality management.

## ELIGIBILITY SPECIALISED - SKILLS / TRAINING REQUIREMENTS

### SPECIAL CONDITIONS

- ACT venues are a seven (7) day a week operating environment and there may be some requirement to work to weekends and after normal business hours.
- This position requires travel to all venues as well as occasional travel to Albany.

## APPOINTMENT IS SUBJECT TO

100 Point identification check.

Criminal History Record Check: An acceptable National Police Certificate (police clearance), or equivalent, is an essential pre-employment requirement and must be obtained prior to commencement (within the last 6 months).

## TRAINING

Complete induction within three months of commencement.

Complete Accountable and Ethical Decision Making Training within 6 months.

Complete any training specific to the role required by Departmental policy.

## CERTIFICATION

*The details contained in this document are an accurate statement of the duties, responsibilities and requirements of this position.*

**Corporate Executive Representative Signature**

Enter text.

**Date**

Enter a date.

*I have read and accept the responsibilities of the Job Description Form. The position's duties are to be performed in accordance with the Department's Code of Conduct.*

**Employee Signature**

Enter text.

**Date**

Enter a date.

## ABOUT THE ARTS AND CULTURE TRUST

The Arts and Culture Trust (ACT) was established on 1 July 2022 when the Arts and Culture Trust Act 2021 was proclaimed, replacing the Perth Theatre Trust (PTT).

The ACT will continue to manage the theatres formerly managed by PTT:

His Majesty's Theatre

Subiaco Arts Centre

The State Theatre Centre of Western Australia

The Albany Entertainment Centre

The new authority will oversee all types of art and cultural assets other than just theatres, and apply a State-wide lens to engagement, business activities and presentation of productions for the arts and the community.

ORGANISATION	MISSION	VISION	VALUES
Arts and Culture Trust	To offer wide-ranging arts experiences in well-managed venues	To have vibrant, full theatres	Creativity Respect Service